

REMARKS

Upon entry of the present amendment, claims 35, 39, and 45 will have been amended. In view of the following amendments and remarks, applicants respectfully request reconsideration and withdrawal of each of the outstanding rejections, as well as an indication of the allowability of each of the claims now pending, in due course.

In the outstanding Official Action, claims 35 – 49 were rejected under 35 U.S.C. § 103(a) over BOHACEK et al. in view of RAMANAN. Applicants respectfully traverse.

Claim 35, as amended, recites performing an analysis with respect to a count of a number of words used and a method of contact. Neither applied reference (nor any proper combination) analyzes both the number of words and the method of contact. Claim 35 also recites mapping the customer request to a goal category and assigning the customer request to a service center associated with both the identified behavior and the mapped customer goal category. BOHACEK et al. and RAMANAN lack such an analysis.

By identifying not only the customer's behavior, but also his goal, customers can be handled in a manner that is much improved. Moreover, the overall performance of the centers will improve because each customer request will be handled by the most appropriate center. In addition, the customers have a higher level of satisfaction because the agent/section will be better suited for the customer's particular goal. Although various references may show behavior identification or goal identification, there is no reason to combine the two different analysis, as recited in claims 35, 39 and 43.

Consequently, for at least these reasons, it is believed that claims 35, 39 and 43 are allowable.

Dependent claims 36 - 38, 40 - 44, and 46 - 49 are allowable, at least because each

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depends from an allowable independent claim, as well as for additional reasons related to their own recitations.

Accordingly, for at least the above-noted reasons, applicants respectfully request reconsideration and withdrawal of the outstanding rejections of all of the claims, as well as an indication of the allowability of each of the claims pending in the present application.

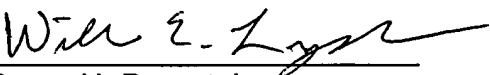
SUMMARY AND CONCLUSION

Applicants believe that the present application is in condition for allowance, and respectfully request an indication to that effect. Applicants have amended the claim set to clarify the features of the present invention. Applicants have also discussed the features recited in applicants' claims and have shown how these features are not taught, disclosed nor rendered obvious by the reference applied by the Examiner.

Any amendments to the claims in this amendment, which have not been specifically noted to overcome a rejection based upon the prior art, should be considered to have been made for a purpose unrelated to patentability, and no estoppel should be deemed to attach thereto. The amendments to the claims do not add any prohibited new matter.

Should the Examiner have any questions, the Examiner is invited to contact the undersigned at the below-listed telephone number.

Respectfully submitted,
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